



1/10

FIG. 1

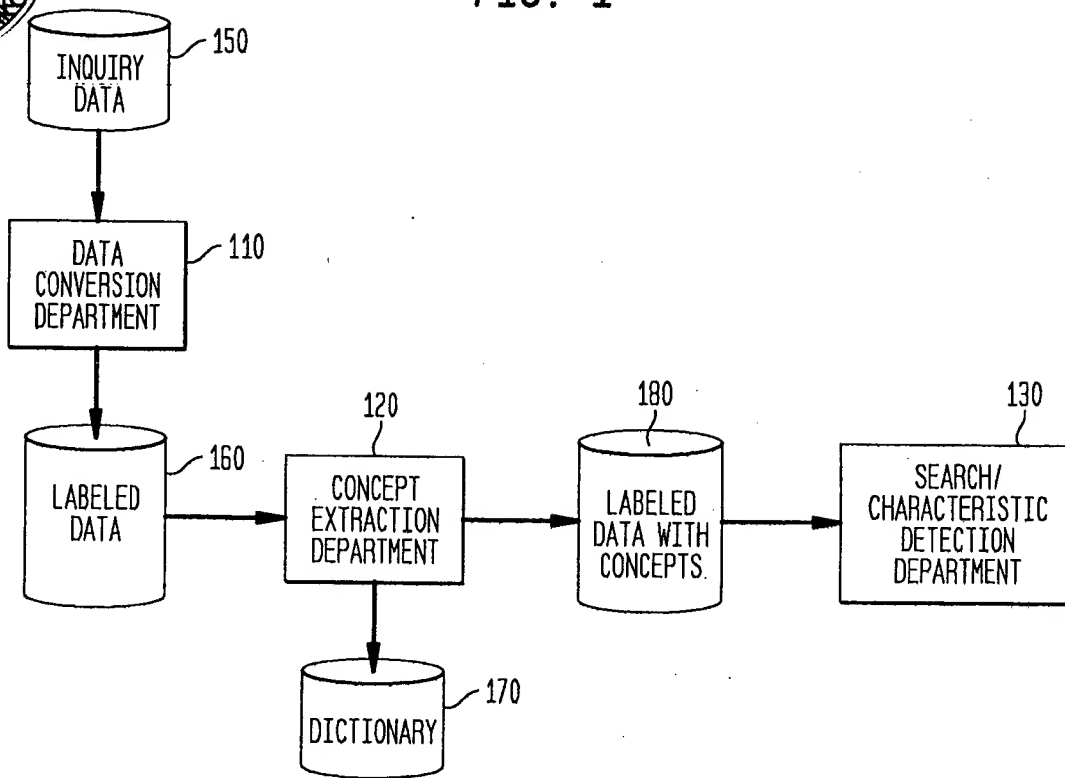
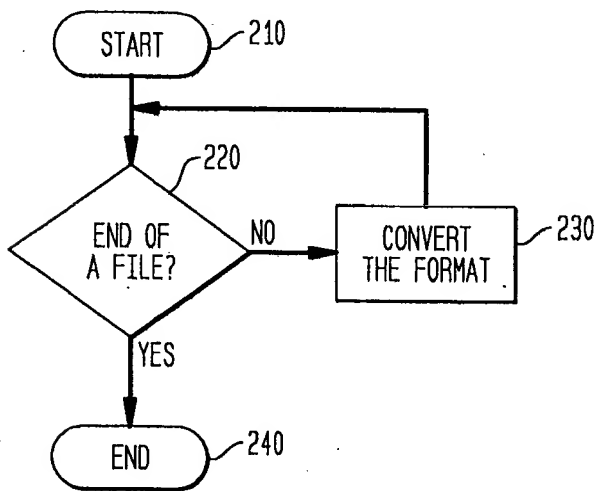


FIG. 2





2/10

FIG. 3

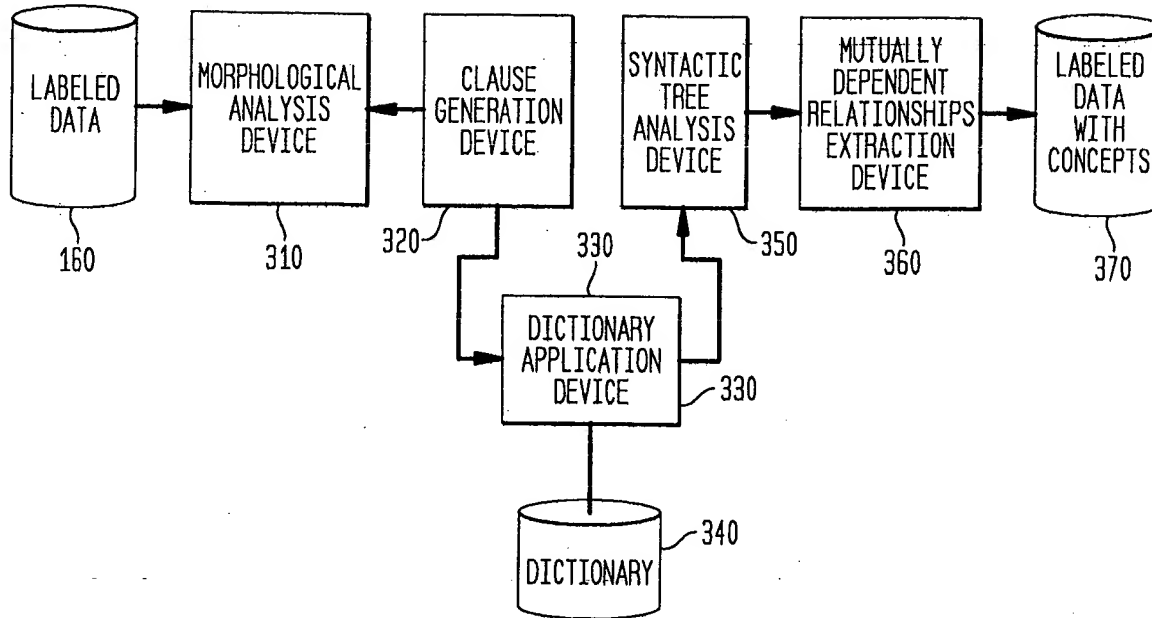


FIG. 5

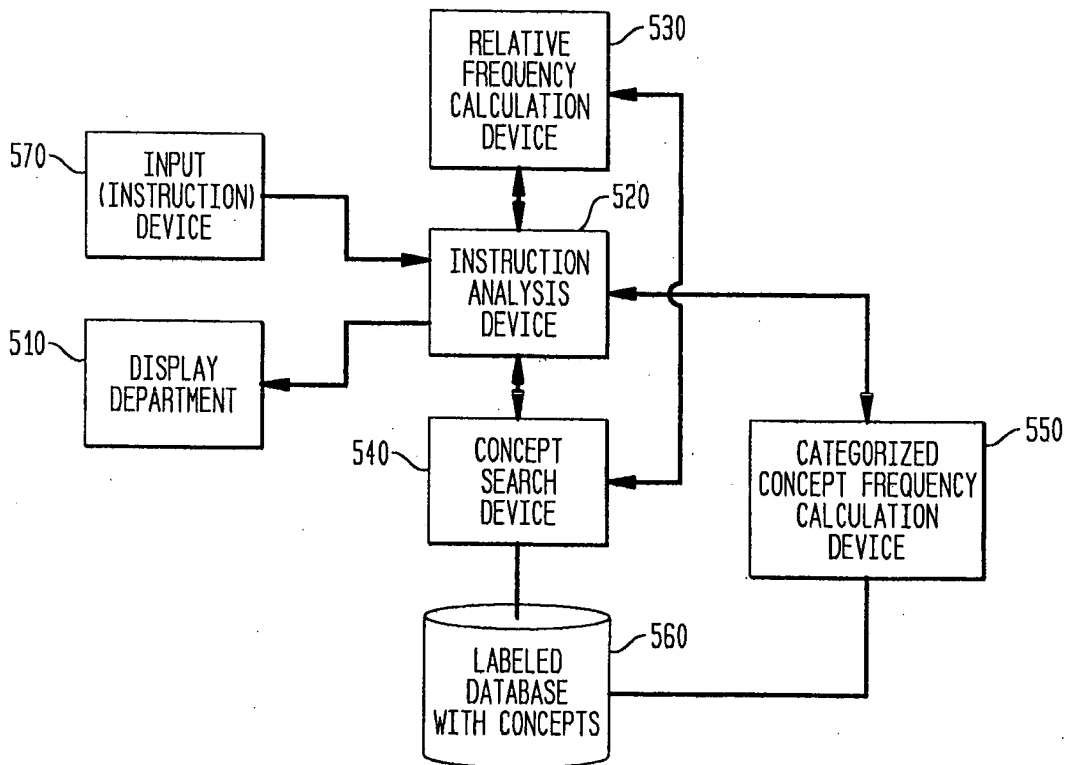
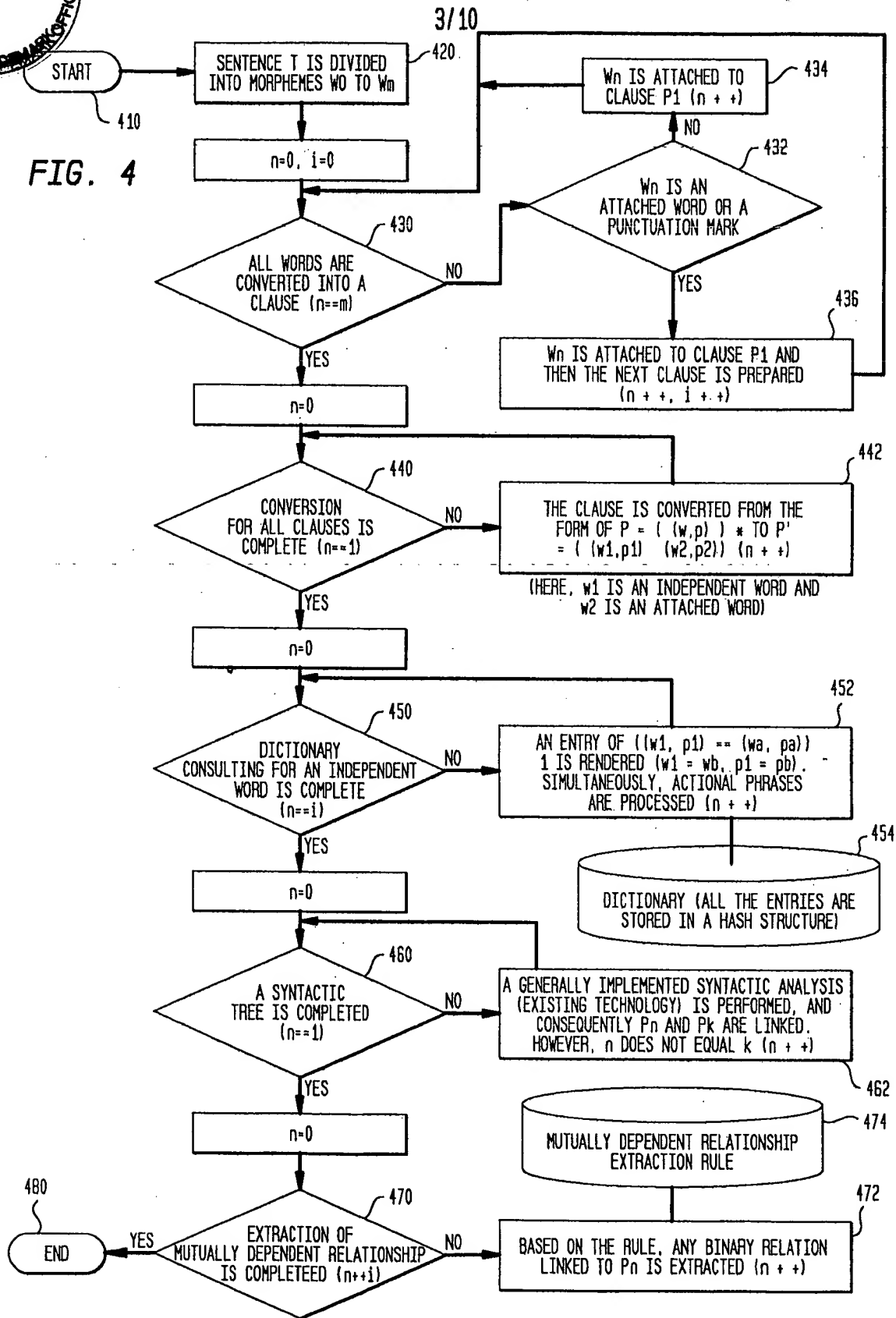




FIG. 4



4/10

FIG. 6

fa  
↓

CATEGORY A

A1

A2

A3

A4

A5

A6

A7

fb →

CATEGORY B

B1	1720(89.6%)	56(2.9%)	118(6.1%)	7(0.3%)	8(0.4%)	7(0.3%)	1(0.0%)
B2	1255(90.5%)	21(1.5%)	100(7.3%)	4(0.2%)	2(0.1%)	2(0.1%)	2(0.1%)
B3	1072(95.0%)	28(2.4%)	18(1.5%)	5(0.4%)	0(0.0%)	3(0.2%)	1(0.0%)
B4	501(90.1%)	9(1.6%)	40(7.1%)	1(0.1%)	3(0.5%)	2(0.3%)	0(0.0%)
B5	649(93.2%)	26(3.7%)	17(2.4%)	1(0.1%)	0(0.0%)	3(0.4%)	0(0.0%)
B6	682(95.5%)	13(1.8%)	15(2.1%)	3(0.4%)	0(0.0%)	1(0.1%)	0(0.0%)
B7	676(96.9%)	11(1.5%)	5(0.7%)	3(0.4%)	1(0.1%)	1(0.1%)	0(0.0%)
B8	673(90.7%)	34(4.5%)	26(3.5%)	4(0.5%)	0(0.0%)	5(0.6%)	0(0.0%)
B9	528(74.3%)	134(18.8%)	10(1.4%)	14(1.9%)	2(0.2%)	22(3.0%)	0(0.0%)
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

DISPLAY AREA (1)

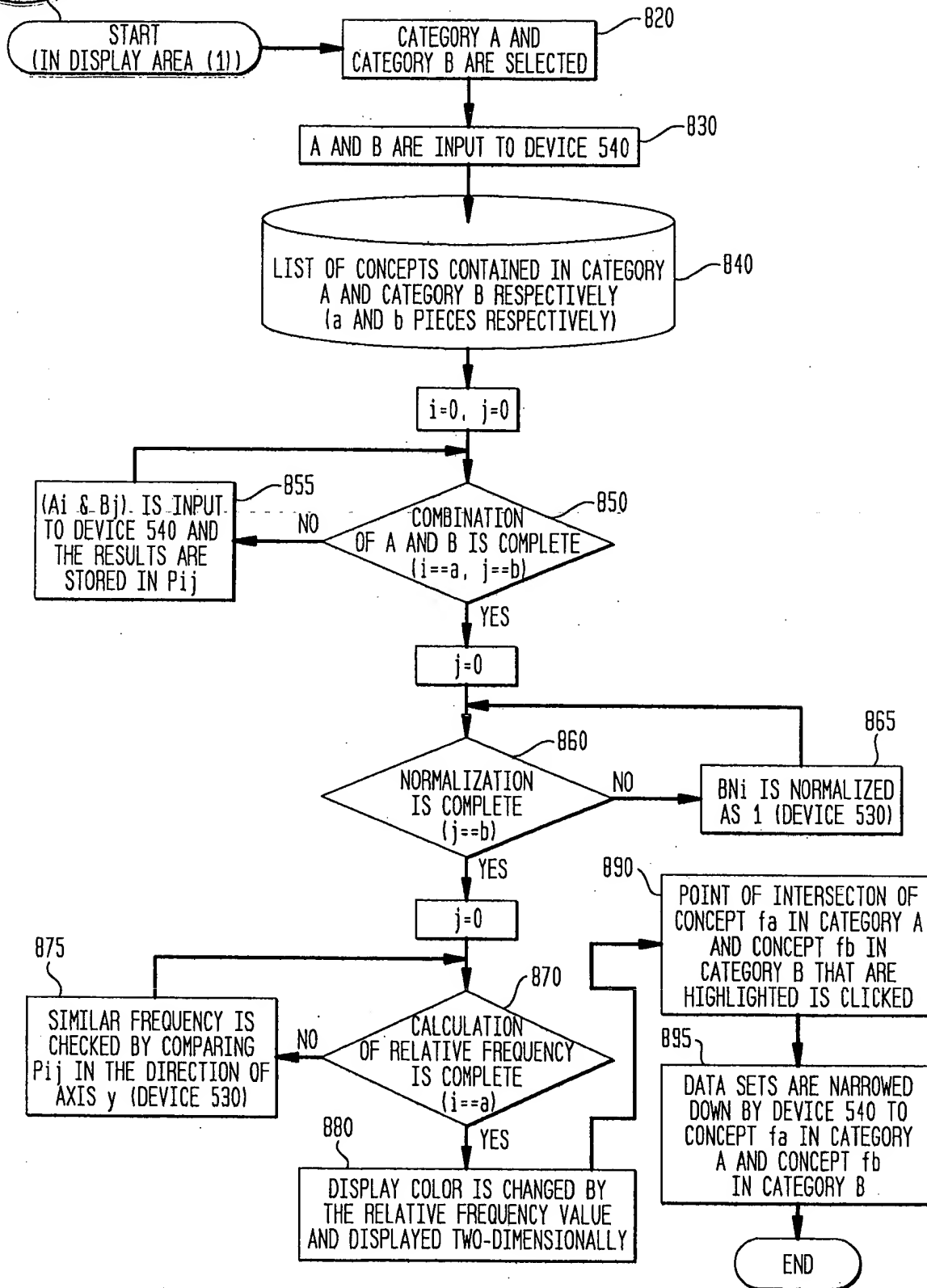
FIG. 7

CATEGORY B

Frequency/relative frequency	Sort	<input type="radio"/> Frequency	<input checked="" type="radio"/> Relative	Snap shot
Software	995		1.87	WINDOWS98
Hardware	120		0.0	
Terminology	118		0.0	WINDOWS95
Command	77		0.0	Upgrade
Subject component	53		0.0	Recovery
Problem classification	43		0.0	Message
Call classification	34		0.0	WINDOWS
Response/ reaction classification	27		0.0	Driver
Model name	27		0.0	Software
Solution period (min.)	19		0.0	Strat up time
Call frequency				Application
Number of personnel in charge				
Number of teams in charge				
Noun				
Proper noun				
Other				
Person's name				
Organization's name				

DISPLAY AREA (2)

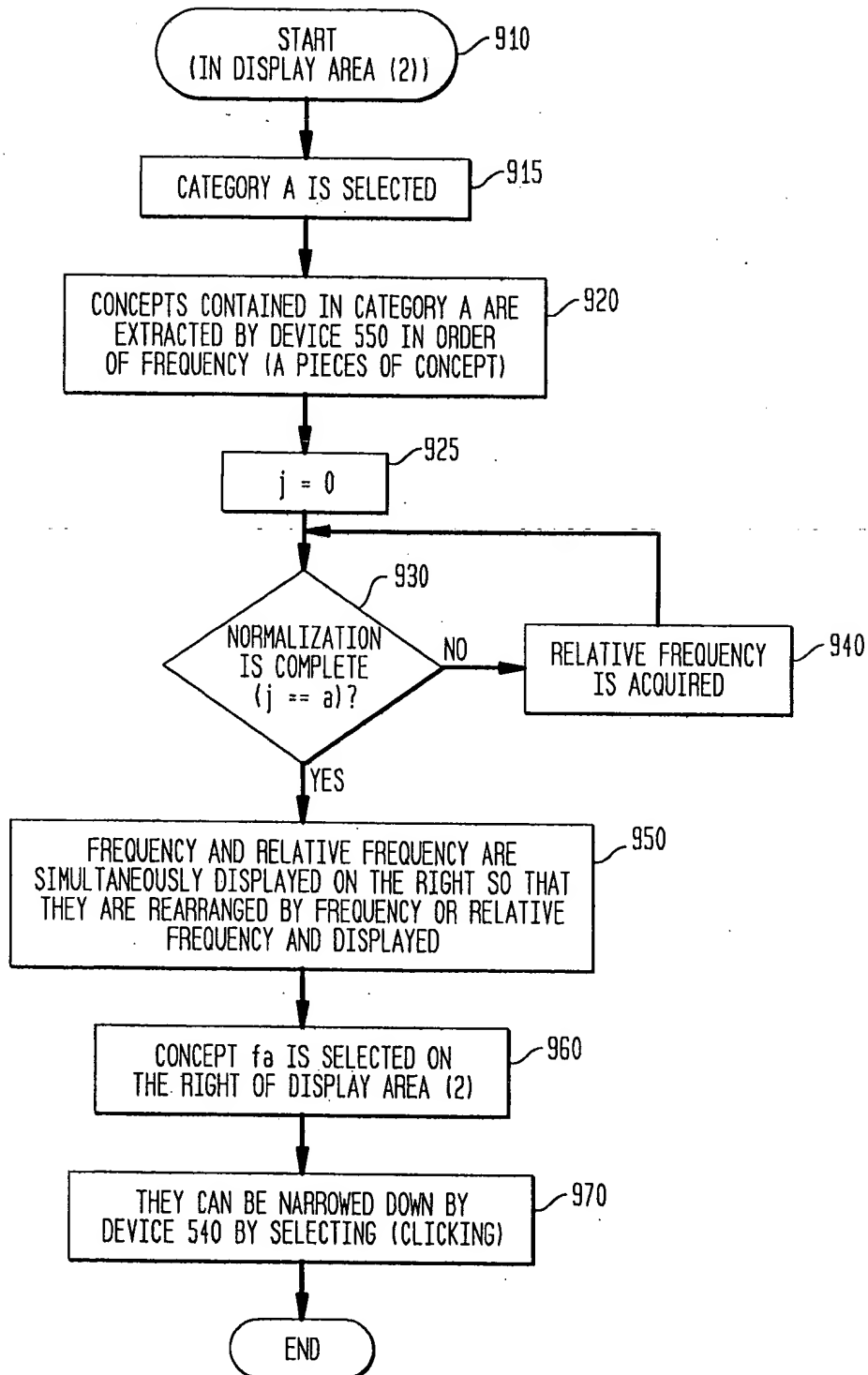
5/10  
FIG. 8





6/10

FIG. 9



7/10

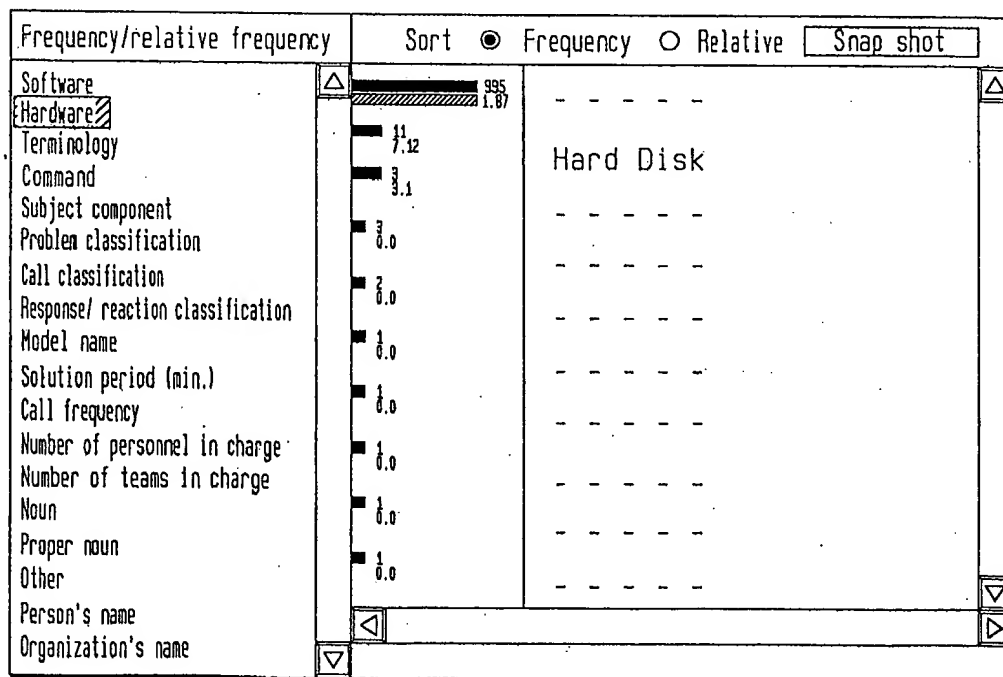


FIG. 10

						Slow	
	19(2.58%)	6(0.82%)	9(1.22%)	6(0.82%)	2(0.27%)	2(0.27%)	3(0.41%)
	18(2.02%)	7(0.79%)	18(2.02%)	4(0.45%)	4(0.45%)	3(0.34%)	3(0.34%)
	21(2.75%)	14(1.83%)	15(1.97%)	12(1.57%)	12(1.57%)	14(1.83%)	7(0.92%)
	57(5.76%)	12(1.21%)	11(1.11%)	8(0.81%)	3(0.31%)	1(0.10%)	5(0.51%)
	55(4.8%)	20(1.75%)	7(0.61%)	11(0.96%)	2(0.17%)	1(0.09%)	5(0.44%)
PRODUCT A	20(2.58%)	15(1.94%)	14(1.81%)	8(1.03%)	6(0.78%)	20(2.58%)	6(0.78%)
	15(2.11%)	18(2.53%)	12(1.69%)	9(1.27%)	1(0.14%)	5(0.70%)	3(0.42%)
	17(2.29%)	10(1.35%)	33(4.45%)	6(0.81%)	1(0.13%)	2(0.27%)	2(0.27%)
	15(2.76%)	7(1.29%)	8(1.47%)	5(0.92%)	2(0.37%)	0(0.00%)	3(0.55%)
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

DISPLAY AREA (1)

FIG. 11



DISPLAY AREA (2)



8/10

FIG. 12

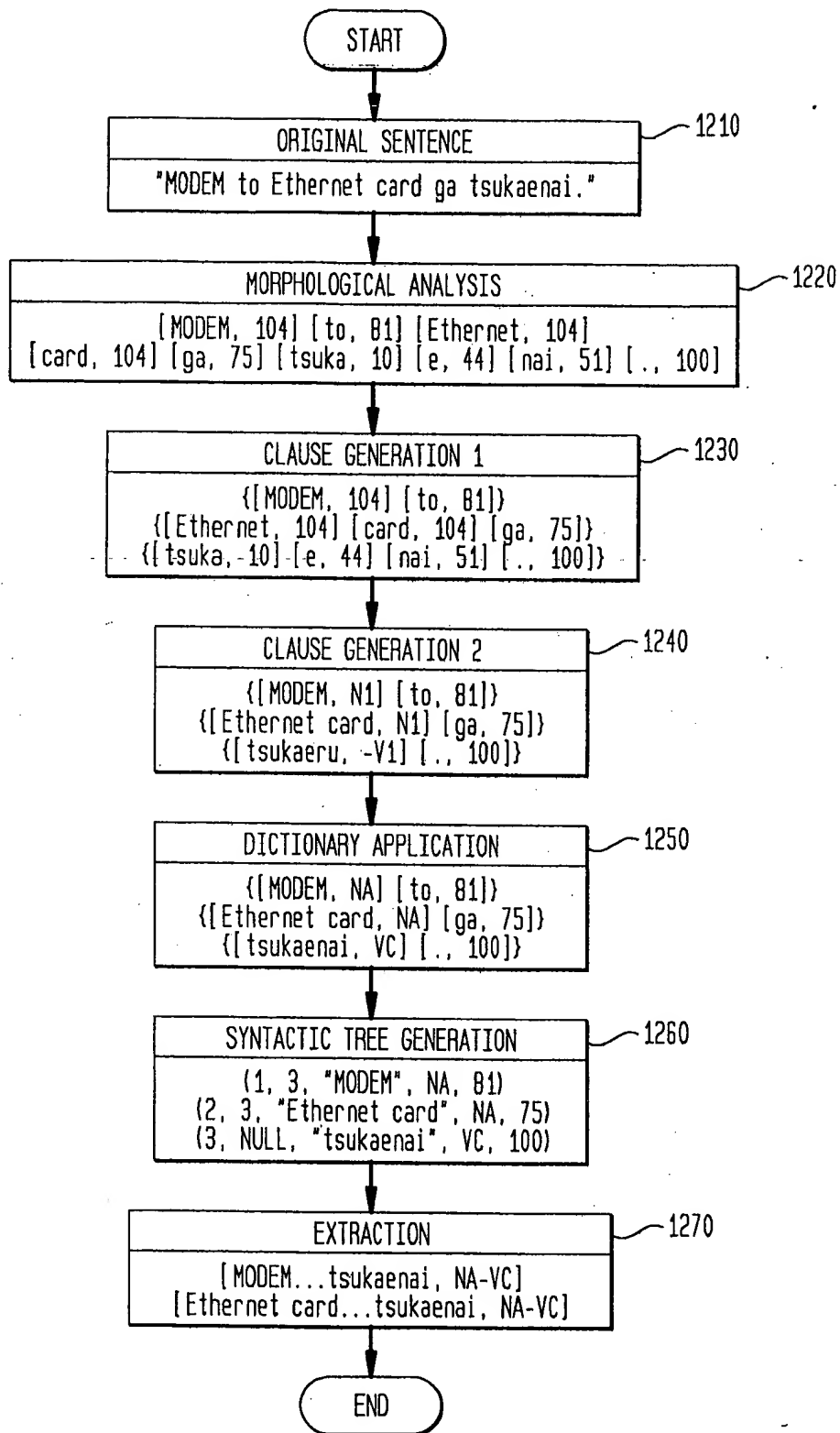




FIG. 13

Number of sampled items		1000		Database name	
Enter keyword				Frequency/relative frequency	
History name		Open history		Save history	
Delete		Clear		O AND O OR	
36758 MONTH(1998/08)		841 XXXX		29 Slow + Time	
Snap shot					
19980801 Start up takes abnormally long		19980801 Start up takes very long		19980802 Start up takes 30 minutes	
2D graph		Fluctuation graph		Topic extraction	
Software		Hardware		Does not start up	
Technology		Technology		Stops	
Command		Command		Cannot start up	
Subject component		Subject component		Cannot	
Problem classification		Problem classification		Funny	
Response/ reaction		Response/ reaction		Unclear	
Classification		Classification		Slow	
Model name		Model name			
Solution period (min.)		Solution period (min.)			
Call frequency		Call frequency			
Number of personnel in charge		Number of personnel in charge			
Number of teams in charge		Number of teams in charge			
Noun		Noun			
Proper Noun		Proper Noun			
Other		Other			
Person's name		Person's name			
Organization's name		Organization's name			
Snap shot					
Hard disk		Repair		Power source	
Telephone		Desktop PC		Notebook PC	
Defective sector		Modem			



DISPLAY AREA (2)

DISPLAY AREA (1)



10/10

FIG. 14

